

Troubleshooting

What should I do if the Activator will not turn on?

First, make sure that the Activator is charged. Place the Activator securely in the Charging Case and ensure it is plugged in to wall power using the provided AcceleDent power adapter and USB cord. If the Activator LED turns orange, then the Charging Case and the Activator are working properly and may just need to be charged further. If the Activator LED indicator does not light up, please check your Charging Case's power connection. If the Charging Case is properly plugged in, please contact OrthoAccel Customer Service for further assistance.

What should I do if the Activator will not charge?

If the Activator LED indicator does not light up orange when placed securely in the Charging Case, please check the Charging Case's power connection. If the Charging Case is properly plugged in to wall power using the provided AcceleDent power adapter and USB cord, please contact OrthoAccel Customer Service for further assistance.

What if the Activator will not start and the light is blinking orange and blue?

The Activator will deactivate after completing the equivalent of 24 months of 20-minute daily sessions. If you are in the middle of a treatment plan, please contact your orthodontist.

What if the mouthpiece is too big?

The AcceleDent Optima mouthpiece is designed to be easily modified by your Orthodontist. Please contact your Orthodontist and they will be able to modify the mouthpiece to fit you better.

What if my teeth don't touch the mouthpiece all the way?

As demonstrated in a study by Dr. Dawei Liu of Marquette University, vibrations are highly transmissible and maintain nearly the same magnitude of force throughout the dentition even when not all teeth are touching the mouthpiece. At least 2 points of contact, one on each side, should ensure there is a closed loop between left/right sides for sufficient transmission of AcceleDent's pulsatile forces.

AcceleDent® App

Do I need to use the AcceleDent App?

The AcceleDent App was developed to provide doctors and patients an easy way to track usage and provide motivation during your orthodontic treatment. It is not mandatory for AcceleDent use, but your Orthodontist may strongly recommend its use so that they can easily see if you will be experiencing the intended faster treatment by using your AcceleDent for the recommended 20 minutes every day. The app is also an easy way to register your warrant and connect with your practice through the app's messaging feature.

What do I do if I forget my password?

1. In Mobile App or Web Browser click on Forgot password link
2. Enter your email address. (The Mobile App/Web Portal will then check to see if email address is in valid format. An error message will be presented if there is no match, otherwise continue.
3. Now, check your email for a message from OrthoAccel.
4. Click the link which brings you to a change password Browser page sent by OrthoAccel.
5. Update your password.
6. You may now go back to APP/Web Portal to log back in with your new password.

How can I pair my Activator if I no longer have access to the packaging?

Use the barcode located on the bottom of your Charging Case. Make sure you have good lighting to use this barcode.

What if my Activator won't sync?

1. First make sure that you have internet and Bluetooth connection turned on.
2. Next make sure that your Activator is charged or is in the process of charging.
3. Your Activator must be nearby your mobile device and "working" to sync properly.
4. If you still have problems after checking the above, please contact OrthoAccel Customer Service and we will be happy to walk you through syncing.

I typically have Bluetooth turned off. Can I disable my Bluetooth and just sync when I'm ready to turn it back on?

Bluetooth does need to be enabled on your device in order for AcceleDent to sync to the App. But if you usually leave Bluetooth off on your phone, AcceleDent will store your data for 30 entries until it can sync with your device again. As long as you enable Bluetooth on your device with your AcceleDent nearby, you can successfully sync your data when you want.

How many mobile devices can I have the AcceleDent App downloaded on?

A maximum of 5 devices can be used with your AcceleDent account.